



**November 2006  
FLSA: NON-EXEMPT**

## **HARBOR OPERATIONS TECHNICIAN I/II**

### **DEFINITION**

Under direct or general supervision, performs a variety of semi-skilled work in the construction, modification, maintenance, repair and operation of the City's Harbor and related waterfront facilities and systems; provides assistance in the overall Harbor operations, including customer services activities related to facilities rentals, usage, boat berth assignments, fees intake, and contract monitoring; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives direct or general supervision from assigned supervisory or management personnel. May exercise technical and functional direction over assigned staff.

### **CLASS CHARACTERISTICS**

Harbor Operations Technician I: This is the entry-level class in the harbor operations series. Initially under close supervision, incumbents with basic maintenance experience learn Harbor facilities, systems, and related infrastructure, use of tools and equipment, and a wide variety of practices and procedures. As experience is gained, assignments become more varied and are performed with greater independence. This class is alternately-staffed with Harbor Operations Technician II and incumbents may advance to the higher level after gaining the knowledge, skill, experience, licenses and certifications which meet the qualifications for and demonstrating the ability to perform the work of the higher-level class.

Harbor Operations Technician II: This is the journey-level class in the public harbor operations series that performs the full range of duties required to ensure that Harbor facilities, systems, and related infrastructure are maintained in a safe and effective working condition and provide the highest level of safety for public use. Responsibilities include inspecting and attending to assigned areas in a timely manner, and performing a wide variety of tasks in the maintenance and repair of assigned facilities and systems. Incumbents also provide assistance with overall Harbor operations, including customer services activities related to facilities rentals, usage, boat berth assignments, fees intake, and contract monitoring. This class is distinguished from the Harbor Operations Supervisor in that the latter is the full supervisory-level class in the series responsible for organizing, assigning, supervising and reviewing the work of assigned staff involved in maintenance operations..

### **EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Maintains and repairs Harbor building, related waterfront facilities, and water crafts, including performing a variety of carpentry, plumbing, light electrical, irrigation repair, janitorial, grounds-keeping, and weed abatement work; maintains and services restroom facilities, disposal and refuse

bins at all waterfront properties; handles bio-hazardous materials, including oil, fuel, diesel, and other physical substances.

- Performs security checks and enforces Harbor and marina rules and regulations; interacts with individuals from various socio-economic backgrounds and may encounter hostile situations in the course of work.
- Inspects, repairs, and maintains assigned waterfront facilities, including cleaning and providing repair services, setting up and taking down tables and chairs upon request, and assists with preparations for special events.
- Performs a variety of administrative and customer service duties, including enforcing City codes related to renting berth, key assignment, parking, and abandoned vehicles; collecting appropriate fees and dues; providing information to general public, renters, and boaters; completing a variety of related paperwork, such as contracts, leases, reports, filing, and taking in cash.
- Performs a variety of grounds maintenance functions on all facilities within harbor area, including mowing and up-keeping lawns, operating weed eater, and providing general clean-up services.
- Performs miscellaneous duties as related to assigned work, including calling vendors, setting up appointments for various interested parties, following up on public complaints, picking up mail from City Hall, and performing various office functions when required.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Practices, methods, equipment, tools and materials used in maintaining, repairing, constructing and installing buildings and facilities, including carpentry, plumbing, painting, masonry, mechanical and electrical work.
- Practices, methods, equipment, tools and materials used in grounds-keeping and general janitorial services to maintain buildings and facilities in a safe and sanitary condition.
- The operation and maintenance of a variety of hand and power tools, vehicles and power equipment.
- Customer services techniques and methods, including setting up rental agreements and leases, assessing and taking in fees, responding to inquiries, concerns and complaints, and other related administrative duties.
- Applicable Federal, State and local laws, ordinances, regulations, and guidelines relevant to assigned duties.
- Shop arithmetic.
- Safe work methods and safety practices pertaining to the work, including the handling of hazardous chemicals.
- Safe driving rules and practices.
- Modern office practices, methods and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors and City staff, in person and over the telephone.
- Techniques for providing a high level of customer service to the public and City staff, in person and over the telephone.

### **Ability to:**

- Perform a variety of complex technical tasks in the construction, maintenance, renovation and repair of City buildings and facilities.

- Skillfully and safely operate a variety of power and hand tools used in carpentry, electrical, painting, plumbing, and construction work.
- Read and understand blueprints, construction drawings, and schematics.
- Coordinate work assignments with other divisions and departments.
- Conduct safety inspections and establish safe procedures.
- Estimate needed materials and labor and secure sufficient quantities.
- Inspect the work of others and maintain established quality control standards.
- Practice safe work habits; train others in proper and safe work procedures.
- Follow division policies and procedures related to assigned duties.
- Work with contractors on City approved projects.
- Maintain records and prepare work and time reports in building and facility maintenance areas.
- Organize own work, set priorities and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone and in writing.
- Use tact, initiative, prudence and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish and maintain effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Harbor Operations Technician I/II: Equivalent to the completion of the twelfth (12<sup>th</sup>) grade.

Harbor Operations Technician I: One (1) year of construction, maintenance or repair experience in buildings and facilities and related infrastructure.

Harbor Operations Technician II: In addition to the above, two (2) years of experience equivalent to Harbor Operations Technician I at the City of Eureka.

**License:**

- Valid California class C driver's license with satisfactory driving record.
- Completion of USGS Safe Boating Course.
- Hazardous Material Certification.
- Other certification(s) specific to functional area of assignment may be required.

**PHYSICAL DEMANDS**

Must possess mobility to work in and around harbor and related waterfront facilities and systems, as well as to work in a standard office setting and use standard office equipment, including a computer; strength, stamina and mobility to perform medium to heavy physical work, to work in confined spaces, around machines and to climb and descend ladders, and operate varied hand and power tools and construction equipment; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard or calculator and to operate above-mentioned tools and equipment. Positions in this classification bend, stoop, kneel, reach and climb to perform work and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

### **ENVIRONMENTAL ELEMENTS**

Employees work in the field and are occasionally exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives, and contractors in interpreting and enforcing departmental policies and procedures.